



# Motor Vehicle Division

July 2007

## Division *Performance Results*

Janet Napolitano, Governor

Victor M. Mendez, Director – Arizona Department of Transportation

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# Table of Contents

<b>OVERVIEW .....</b>	<b><i>i</i></b>
-----------------------	-----------------

## **CUSTOMER SERVICE (CS)**

Customer Wait Time In Field Offices .....	1
---	---

## **COMPETITIVE GOVERNMENT PARTNERSHIPS (CGP)**

Alternate Vehicle Registration Renewals .....	3
Internet and IVR Transactions .....	4
Third Party Transactions .....	7

## **DIVISION OPERATIONAL SUPPORT SERVICES (DOSS)**

Call Center Level II Wait Time.....	8
-------------------------------------	---

## **MOTOR CARRIER and TAX SERVICES (MCTS)**

Diesel Vendor Compliance Inspections.....	9
Dyed Diesel Fuel Tests .....	10
Surveillance Details .....	11

## **MOTOR VEHICLE ENFORCEMENT SERVICES (MVES)**

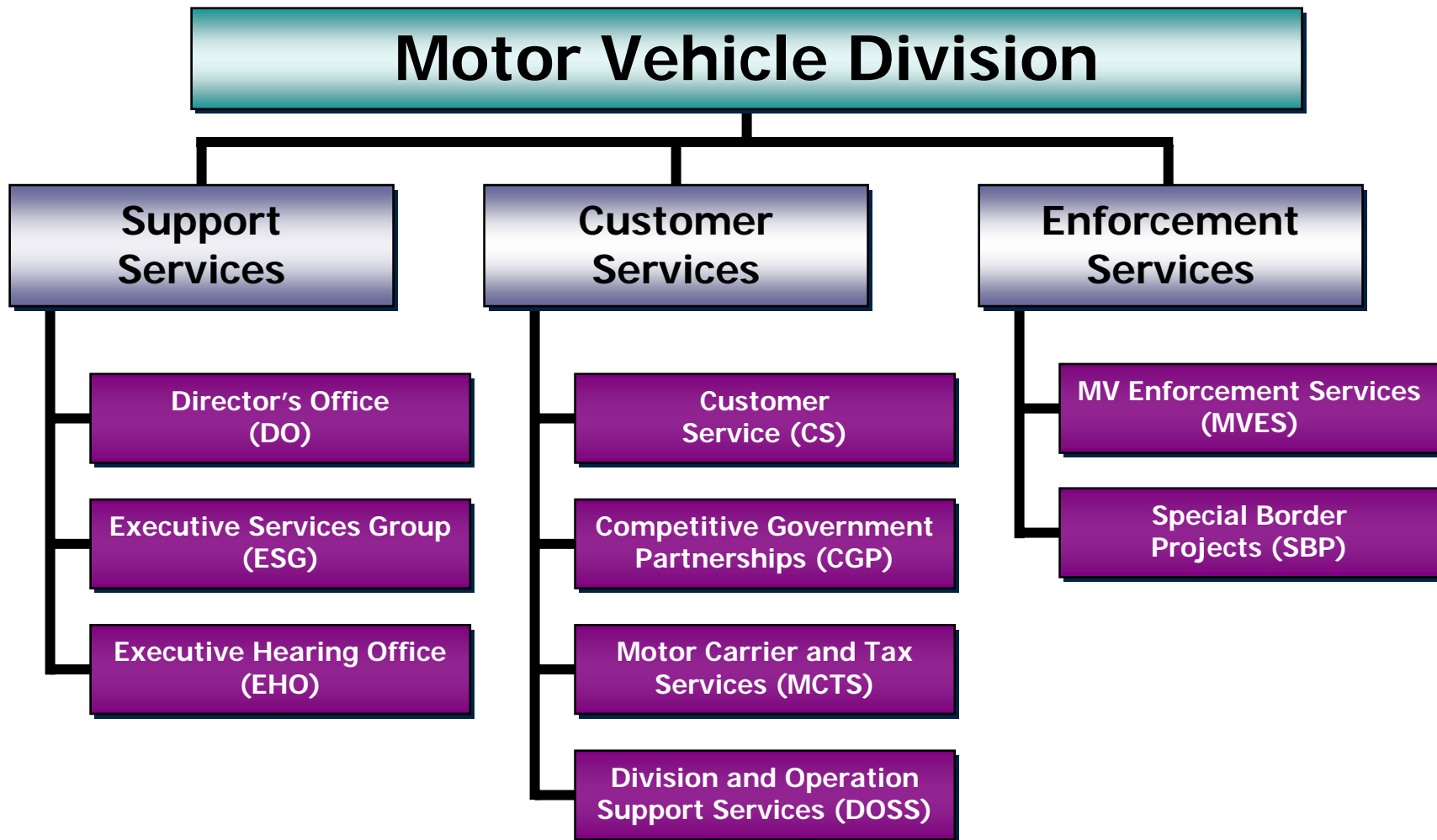
Registration Compliance.....	12
Commercial Vehicle Processing Activities at Fixed Ports .	13
Commercial Vehicles Processed by Mobile Enforcement..	15

## **MOTOR VEHICLE SUPPORT SERVICES (MVSS)**

Injury Incident Rate .....	17
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# Motor Vehicle Division

## Program and Subprogram Organizational Alignment





## MVD Vision

*Making a difference by setting customer commitment at its highest level.*

## MVD Mission

*MVD supports Arizona through licensing, vehicle credentialing, revenue collection, safety programs, and by promoting compliance with transportation laws.*

## MVD Goals

- To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
- To improve customer service.
- To promote safety and security in the workplace.
- To develop a high-performing, successful workforce.
- To increase the use of electronic service delivery.
- To promote the efficient generation, collection, and management of revenues to meet public needs.

## MVD Values

- Create a safe work environment.
- Recognize and respect the value of our lives outside ADOT/MVD.
- Promote continuous improvement.
- Produce quality work with pride.
- Exhibit integrity and respect.
- Exercise personal accountability.
- Protect and conserve resources.
- Provide excellent customer service.
- Develop and maintain professionalism.

## SUPPORT SERVICES

DTA 3.1, A.R.S. Title 28

### Contacts:

Stacey K. Stanton, Division Director, Phone (602) 712-8152

James Michael Devine, Deputy Division Director, Phone (602) 712-8152

J.M. 'Jack' McCormick, Chief Administrative Law Judge, Executive Hearing Office, Phone (602) 712-8450

George Delgado, Assistant Division Director, Executive Services Group, Phone (602) 712-6806

### Mission:

To lead and support the Motor Vehicle Division in its provision of services.

### Description:

The Motor Vehicle Support Services (MVSS) Program is comprised of three major components, including:

- ◆ Director's Office
- ◆ Executive Hearing Office
- ◆ Executive Services Group

The **Director's Office (DO)** provides leadership and assistance in legislative, government, public information and community relations; constituent services, information systems support, human resources, and organizational development.

The **Executive Hearing Office (EHO)** conducts administrative hearings arising from the licensing and enforcement authority of the Arizona Department of Transportation (Title 28, Arizona Revised Statutes). The cases heard involve diverse controversies, ranging from simple to complex issues. Hearings involve DUI-related offenses, driver license suspension and revocation actions, motor vehicle title and registration, motor vehicle manufacturers and franchises, motor carrier safety, motor carrier tax, aviation assessments, and cases regulating outdoor advertising along Arizona's Interstate, secondary, and primary highways. Administrative Law Judges of the Executive Hearing Office also frequently appear before law enforcement agencies and other professional groups to explain Arizona's civil DUI and driver license enforcement actions.

The **Executive Services Group (ESG)** provides management support throughout the Division in the areas of strategic planning and budgeting, procurement, facility planning and management, purchasing, warehouse supply and distribution, grant accounting and contracts. In addition, the Division, other governmental entities, businesses, and the general public are served through the provision of statistical information and reports.

# CUSTOMER SERVICES

DTA 3.2, A.R.S. Title 28

## **Contacts:**

Holly Bowers, Acting Assistant Division Director, Customer Service, Phone (602) 712-8968

William Raiford, Acting Assistant Division Director, Competitive Government Partnerships, Phone (602) 712-7969

John Carlson, Assistant Division Director, Division Operational Support Services, Phone (602) 712-8347

Lenor Montemayor, Assistant Division Director, Motor Carrier and Tax Services, Phone (602) 712-4027

## **Mission:**

To provide exemplary motor vehicle and driver license customer services and improve motor vehicle related products, services, and revenue collection through effective application of private and public sector resources.

## **Description:**

The Customer Service Program is comprised of four major components, including:

- ◆ Customer Service
- ◆ Competitive Government Partnerships
- ◆ Division Operational Support Services
- ◆ Motor Carrier and Tax Services

The **Customer Service Program (CSP)** consists of 62 statewide service locations, Title Production Unit, Driver License Central Production (including the Out of State Citizens Service Desk), and Abandoned Vehicle Unit. Services are rendered to all segments of population, from infants to the elderly in need of State Identification Cards, and includes the issuance of Driver Licenses and ownership documents to private citizens, government entities, commercial companies and financial institutions. Responsibilities and services include extensive documentation review for compliance with state statute and federal guidelines, fraud detection, collection and reconciliation of fee collections, conducting vehicle inspections, driver license skill testing and registration reinstatements and permit issuance. CSP also provides mandatory insurance verification, Voter Registration services, Organ Donation Program, Selective Service information collection and distribution, citizen advisement and collection of delinquencies and restitution liens on behalf of state and local courts, Departments of Economic Security and Revenue, County Assessor's/Treasurer's office and other agencies.

**Competitive Government Partnerships (CGP)** is responsible for establishing business relationships with public and private sector partners to enhance delivery of MVD services. The program focuses on developing new and convenient ways for Arizona citizens and

businesses to do business with MVD through authorized third party providers and e-government services. In addition to responsibility for the Third Party Program and ServiceArizona, the e-government channel, CGP licenses and provides oversight to motor vehicle dealers, traffic survival schools, professional driving schools, high school driver education programs and motorcycle training schools. CGP also administers electronic delivery of motor vehicle records to authorized commercial and government agencies and coordinates criminal record checks on private sector applicants. In carrying out its responsibilities, CGP develops intergovernmental relationships with state and local agencies, such as the Department of Environmental Quality, Department of Education, Secretary of State's Office, Governor's Information Technology Agency, Arizona Office of the Courts and law enforcement agencies.

**Division Operational Support Services (DOSS)** assists division-wide initiatives by developing and writing policies and rules, operating five public information call centers and one technical support call center that provides support to field offices. Records management is handled through six distinct units: microfilm and document imaging, data entry of citations and court abstracts; DUI, criminal and fraudulent records; certification of records, including the photo lab and film research. Mandatory Insurance and Financial Responsibility and Ignition Interlock Device Unit are now two distinct programs with DOSS. Division technical training required for employee competency is identified, coordinated, and provided through DOSS as well as external training for third parties, including courts, private companies, and other government entities. DOSS also investigates and processes DUI-related license reinstatements, and provides expert testimony in court proceedings. Finally, on behalf of the Division, DOSS coordinates federal interaction and handling of commercial driver license record inquiries through the Commercial Driver License Information System (CDLIS) and supports help desk activities related to the Problem Driver Pointer System (PDPS) and the National Motor Vehicle Title Information System (NMVTIS).

**Motor Carrier and Tax Services (MCTS)** is a diversified program that is responsible for the following: a) fuel tax collection b) accounting for and distributing Highway User Revenue Fund (HURF) and other related revenues c) identification of fuel tax evasion activities d) bad debt collections for the Division e) oversight of the medical review function to process medical eligibility for commercial and noncommercial drivers f) commercial driver licensing to include skill and knowledge testing g) interstate motor carrier registration h) fleet registrations i) International Fuel Tax Agreement (IFTA), International Registration Plan administration and Vendor and Supplier licensing.

Additionally, MCTS works with other agencies and the federal government regarding motor carrier safety programs such as Commercial Vehicle Information System Network (CVISN), Performance and Registration Information Systems Management (PRISM) and Motor Carrier Management Information System (MCMIS). MCTS is responsible for implementation of the North American Free Trade Agreement (NAFTA) as it applies to Mexican motor carriers in the licensing and registering of their vehicles for interstate commerce.

## MOTOR VEHICLE ENFORCEMENT SERVICES

DTA 3.3, A.R.S. Title 28

### Contacts:

Ric Athey, Assistant Division Director, Motor Vehicle Enforcement Services, Phone (602) 712-8735  
George Bays, Special Border Projects Coordinator, Phone (520) 459-7601

### Mission:

To accomplish mandated enforcement and regulatory responsibilities and provide a system that ensures public safety.

### Description:

The Motor Vehicle Enforcement Services Program is comprised of two major components, including:

- ◆ Motor Vehicle Enforcement Services
- ◆ Special Border Projects

The **Motor Vehicle Enforcement Services (MVES)** program utilizes certified peace officers in the enforcement of transportation-related laws and regulations. Through the fixed port of entry system and mobile enforcement, commercial vehicles are checked for compliance with size, weight, and safety laws, including laws relating to the transportation of hazardous materials. In addition, MVES inspects vehicles for authorized ownership and monitors and identifies stolen vehicles and vehicle components.

The **Special Border Projects (SBP)**, an adjunct of MVES, coordinates with other governmental and private sector entities in procuring funding and in the development of border facilities in order to prepare for the full implementation of NAFTA commercial vehicle access accords, which will strengthen international trade. While promoting border crossing efficiencies, the overall aim is to assist regulatory agencies in ensuring that commercial vehicles and operators comply with safety, security, licensing, environmental, and other prescribed standards as a condition of travel on Arizona and federal highways.



<b>Customer Service</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2008 OBJECTIVE</b>	<b>Achieve an average customer wait time (ticket-to-counter) in field offices of 15 minutes or less.</b>	
<b>Purpose:</b>	MVD strives to maintain acceptable customer service levels and meet the legislative 15-minute wait time for customers visiting field offices.	

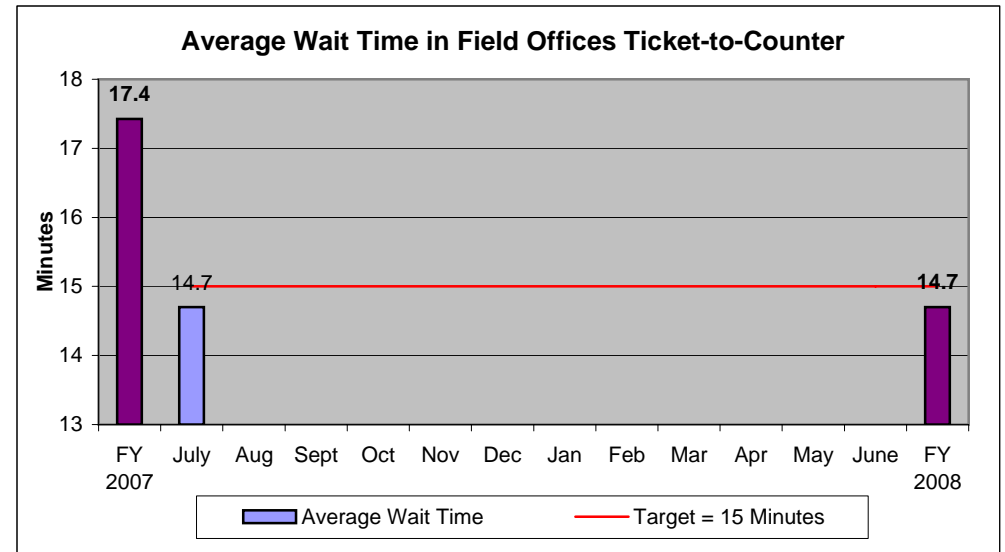
PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Achieve an average customer wait time (ticket-to-counter) in field offices of 15 minutes or less.	17.4	14.7												14.7	15.0
Average customer wait time (arrival-to-ticket) in field offices with Q-matic systems (in minutes)	5.1	3.9												3.9	11.0
Average transaction time at counter (in minutes)	8.1	7.8												7.8	9.2
Total average time of customer visit at field office (arrival to completion of transaction) (in minutes)	30.7	26.4												26.4	37.0
MVD customers served in field offices (in thousands)	4,332.4	374.9												374.9	4,275.0
Transactions at counter (in thousands)	5,294.0	443.2												443.2	5,500.0
Transactions (in thousands) completed for customers served in field offices/through Internet and dealer work	500.3	42.2												42.2	555.0
Other transactions (in thousands) completed including driving tests, written tests, inspections and motorcycle skills tests	658.7	56.5												56.5	610.0
Additional services provided that impact workload, affecting customer wait and total visit time in field offices <sup>①</sup>	524,099	51,949												51,949	535,000
Customers given notice to return (transaction incomplete)	132,290	8,124												8,124	130
Average number of MVCSAs and MVCSRs	772	785												785	785
Percent of customers rating overall satisfaction on Customer Service Satisfaction Survey	82.0%	Surveys during this quarter will be compiled and results reported in December 2007												82.0%	83.0%

**NOTES:**

<sup>①</sup> Additional services include selective service, organ donor program, and voter registration.

### VARIANCE STATEMENT

**JULY:** Overall, ticket-to-counter wait times increased to 14 minutes and 44 seconds, meeting the Division's goal of 15 minutes or less. The decrease in the number of customers (8,100) and transactions (3,100) can be attributed to July having one less business day; 20 days, as compared to 21 in June.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2008 OBJECTIVE</b>	<b>Achieve 80% of all vehicle registration renewals through alternate methods.</b>	
<b>Purpose:</b>	The ability to offer alternative methods of vehicle registration renewal provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Percent of all vehicle registration renewals completed through alternate methods	79.1%	78.6%												78.6%	80.0%
Total vehicle registration renewals completed through alternate methods①	2,680,140	224,469												224,469	3,030,000
Percent of vehicle registration renewals completed by field offices	20.9%	21.4%												21.4%	20.0%
Vehicle registration renewals completed by field offices	708,656	61,250												61,250	759,155
Vehicle registration renewals (field office and alternate methods)	3,388,796	285,719												285,719	3,789,155
Renew-by-Mail renewal percentage	25.9%	23.3%												23.3%	23.0%
Internet and Interactive Voice Response (IVR) percentage	40.9%	47.0%												47.0%	42.8%
Third Party renewal percentage	10.5%	6.3%												6.3%	10.8%
Average turnaround time for vehicle registration Renew-by-Mail (days)②	3.6	2.4												2.4	3.1

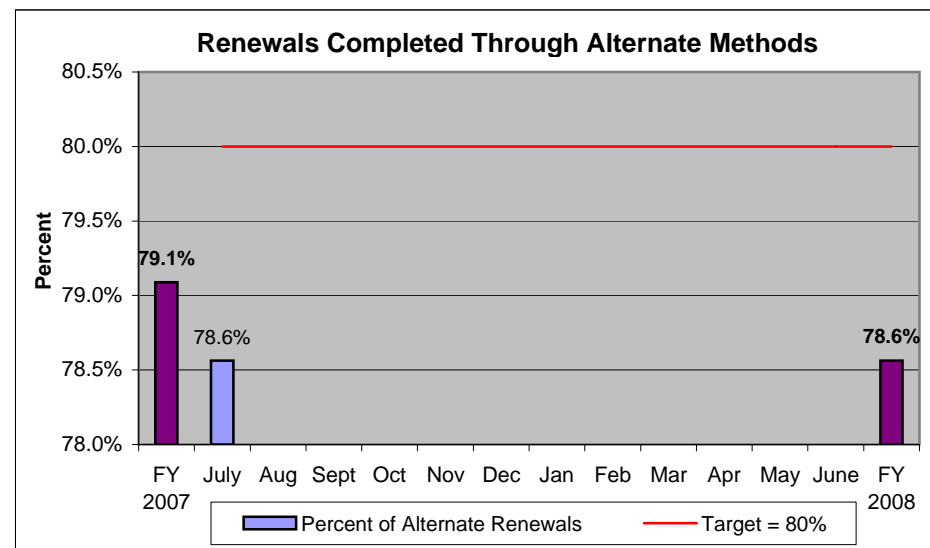
#### NOTES:

① Alternate renewal methods include: Renew-by-Mail, Internet and Interactive Voice Response, Third Party, Drop Box, and Fleet.

② Turnaround time for Renew-by-Mail is a General Appropriation Act footnote requirement and reported monthly.

#### VARIANCE STATEMENT

**JULY:** Total overall renewals decreased by 50,283 from June. The biggest decrease (49,486 renewals) was in Third Party due to the large rental and leasing companies hitting lows in their cyclical fleet renewals at the same time. Although not enough to boost the overall alternative renewal percentage, the number of Internet/IVR renewals was the largest ever.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To increase the use of electronic service delivery.
<b>FY 2008 OBJECTIVE</b>	<b>Increase Internet and IVR transactions and activities to 7.6 million (average 629,750 per month).</b>	
<b>Purpose:</b>	The ability to conduct transactions electronically and via telephone provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Total Internet and IVR transactions and activities	7,099,558	717,452												717,452	7,557,000
Government-to-consumer Internet and IVR transactions and activities	5,473,387	587,612												587,612	5,856,300
Registration Renewal (10-97)	1,201,741	118,875												118,875	1,400,000
Interactive Voice Response (IVR) for vehicle registrations only (10-97)	184,077	15,266												15,266	180,000
Permanent Fleet Registration Renewal (7-99)	2,012	145												145	2,300
Duplicate Registration (2-03)	33,340	3,203												3,203	35,000
Duplicate Driver License/ID (2-00)	255,690	22,942												22,942	275,000
Driver License Reinstatement (6-02)	14,086	1,240												1,240	15,000
Special Plate Order (9-99)	26,332	2,765												2,765	35,000
Personalized Plate Order (9-99)	45,983	4,157												4,157	50,000
Address Change (3-01)	381,638	29,128												29,128	395,000
3-day Restricted Use Permit (1-02)	660,289	41,850												41,850	600,000
Plate Credit Inquiry (1-02)	205,463	18,233												18,233	210,000
Vehicle Sold Notice (3-02)	156,232	15,880												15,880	160,000
De-Insured Certificates (11-01)	39,473	3,294												3,294	43,000
Voter Registration (7-02)	184,341	10,628												10,628	215,000
30-day Permit (2-04)	41,525	4,117												4,117	48,000
PFTO Refund (1-05)	119,743	11,723												11,723	130,000
Reinstatement Requirements (6-02)	148,322	13,195												13,195	155,000
TR MVR (11-05)	16,355	1,415												1,415	20,000
Vehicle Fee Recap (1-06)	27,766	1,171												1,171	38,000
EZ Email (7-06)	388,486	36,611												36,611	410,000
DL MVR (7-06)	61,668	7,004												7,004	80,000
Personalized Plate Inquiry (1-07)	1,262,523	218,625												218,625	1,300,000
Insurance Verification (2-07)	16,302	6,145												6,145	20,000
Plate Replacement	0	0												0	10,000
Tab Replacement	0	0												0	30,000

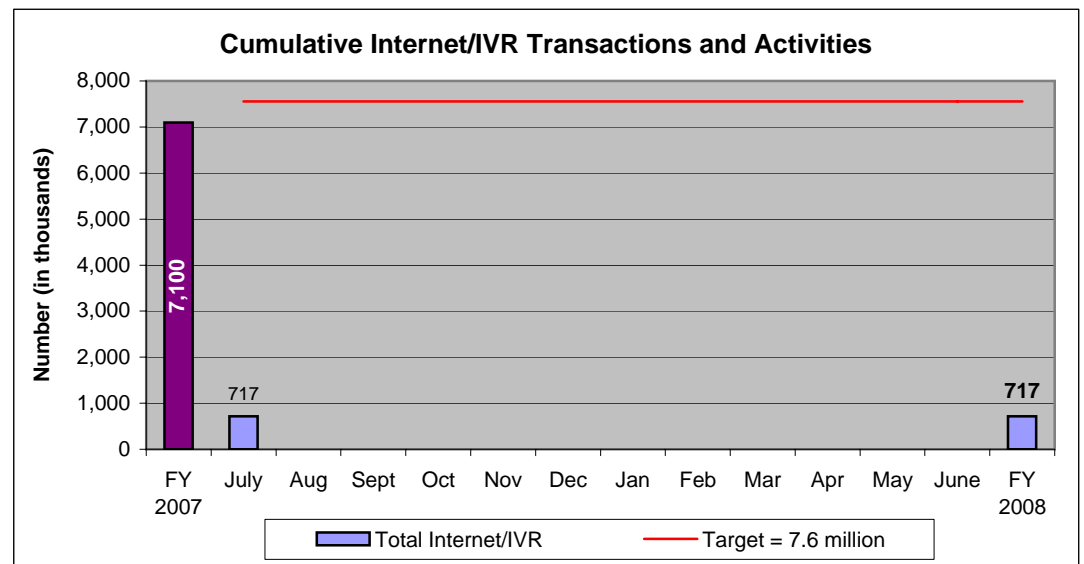
PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Government-to-business Internet transactions and activities	1,626,171	129,840												129,840	1,700,700
Registration Fee Calculation (1-02)	548,153	39,763												39,763	550,000
Non-Resident Permit (8-04)	39,489	2,674												2,674	41,000
90-day Resident Registration (6-02)	11,333	1,031												1,031	13,000
Temporary Registration Plate (7-03)	836,945	70,603												70,603	850,000
Motor Carrier Permits (pilot 7-03) (phase II pilot 5-04)	11,812	898												898	15,000
Dealer License Renewal (11-03)	29,465	54												54	30,000
Abandoned Vehicle Reporting (pilot 4-04)	7,121	1,169												1,169	8,000
30-day Permit (2-04)	15,213	1,366												1,366	16,000
Driver License MVR	0	751												751	0
TR Motor Vehicle Record (2-05)	70,187	7,038												7,038	85,000
EZ Lienholder MVR (4-05)	30,835	2,462												2,462	35,000
Ignition Interlock (6-05)	4,344	369												369	4,700
EZ Pay (12-05)	21,003	1,662												1,662	23,000
EZ Title	0	0												0	30,000
Average monthly number of Internet and IVR transactions and activities	591,630	717,452												717,452	629,750
Percent increase in Avg monthly Internet & IVR transactions	2.2%	17.5%												17.5%	6.4%
Percent of customers rating overall satisfaction with Internet Service	98.8%	98.9%												98.9%	98.9%

**Government-to-consumer Transactions include:**

Registration renewal, IVR renewal, Fleet renewal, Duplicate registration and driver license/ID, Driver license reinstatement, Special/personalized plate inquiry and order, Address change, 3-day restricted permit, Plate credit inquiry, Vehicle sold notice, De-insured certificate, Voter registration, 30-day permit, Plate fee to owner refund, Reinstatement, Title/Registration Motor Vehicle Records (MVR), vehicle fee recap, EZ Email, DL MVR, and Insurance Verification.

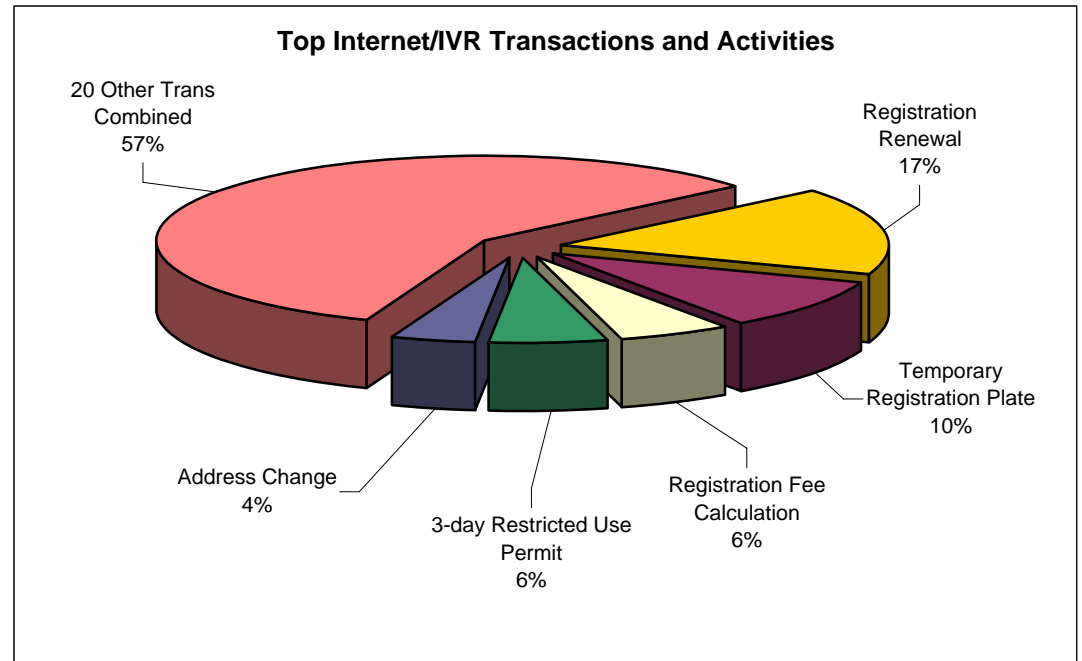
**Government-to-business transactions include:**

Registration fee calculation, Non-resident permit, 90-day resident registration, Temporary registration plate, Motor carrier permit, Dealer license renewals, Abandoned vehicle reporting, 30-day permit, MVR, EZ Lienholder MVRs, Ignition interlock, and EZ Pay.



### **VARIANCE STATEMENT**

**JULY:** ServiceArizona registration renewals reached an all time record high with 134,141 transactions. The 3-Day Permit service transactions have begun to decline due to a change which disallows some types of VINs to use the service.



<b>Competitive Government Partnerships</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2008 OBJECTIVE</b>	<b>Increase the number of third party transactions to 4.4 million.</b>	
<b>Purpose:</b>	Companies authorized to conduct transactions on behalf of MVD provide alternative means of services to customers.	

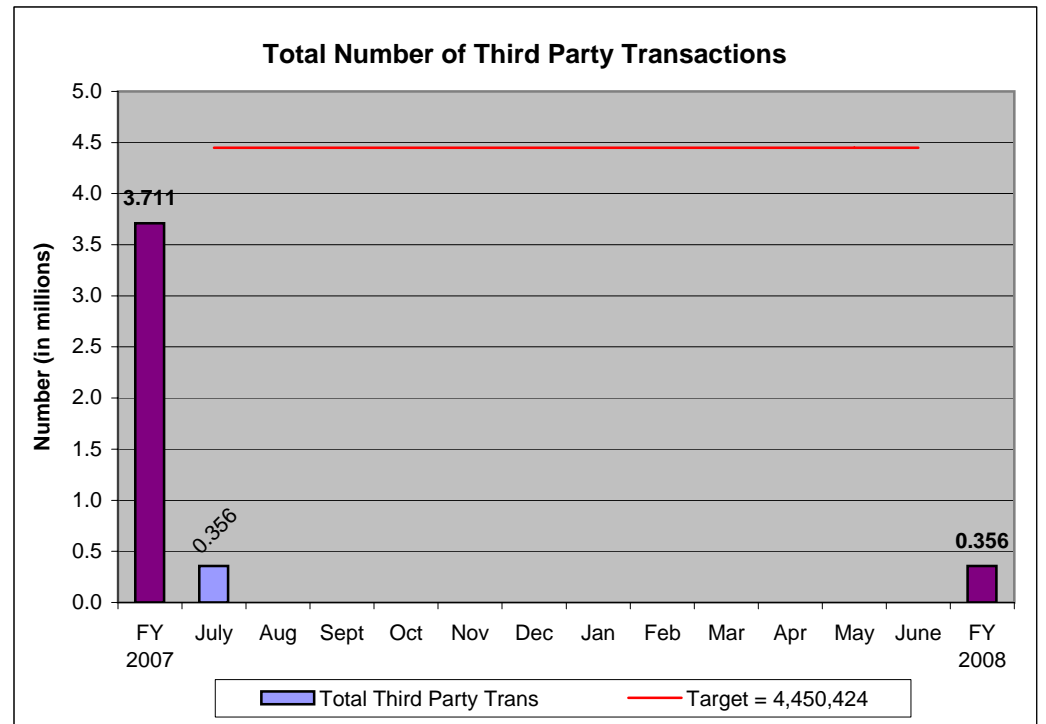
PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Total number of third party transactions	3,711,128	355,697												355,697	4,450,424
Total Primary Transactions (driver licenses, titles and registrations)	N/A②	203,122												203,122	2,324,347
Total Secondary Transactions (①non-terminal, miscellaneous and Level I inspections)	N/A②	152,575												152,575	2,126,077
Title & Registration third party locations	101	105												105	139
Level I Vehicle Inspection third party locations	444	454												454	519

①Non-terminal transactions are manual activities that are not reported in the Division's computer generated statistics (i.e., address change, affidavits of affixture, film requests, hold out receipts, NICI calls, return letters, sold notices, and AZ IRP).

②This is a new measure for FY 2008.

#### VARIANCE STATEMENT

**JULY:** The total number of transactions in July is higher than the typical month in FY 2007 due to openings of new third party locations (since the relaxing of the moratorium) that are becoming more productive.



<b>Division Operational Support Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To improve customer service.
<b>FY 2008 OBJECTIVE</b>	<b>Reduce average Call Center Level II wait time to 15.2 minutes.</b>	
<b>Purpose:</b>	To improve customer service by providing timely motor vehicle related information to the public. Level II calls require information that cannot be obtained by a Level I agent.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Average Level II telephone wait time (in minutes)	17.1	18.4												18.4	15.2
Level I telephone calls received	1,860,930	152,336												152,336	1,976,129
Level II telephone calls received	670,537	56,989												56,989	687,900
Total number of telephone calls received	2,531,467	209,325												209,325	2,664,000
Percent of abandoned Level II calls	9.6%	9.7%												9.7%	9.3%
Percent of surveyed Level II customers satisfied with wait-time	78.1%	21.8%												21.8%	79.1%
Percent of surveyed customers that indicated completed call saved office visit	63.8%	53.0%												53.0%	54.0%

#### Level I

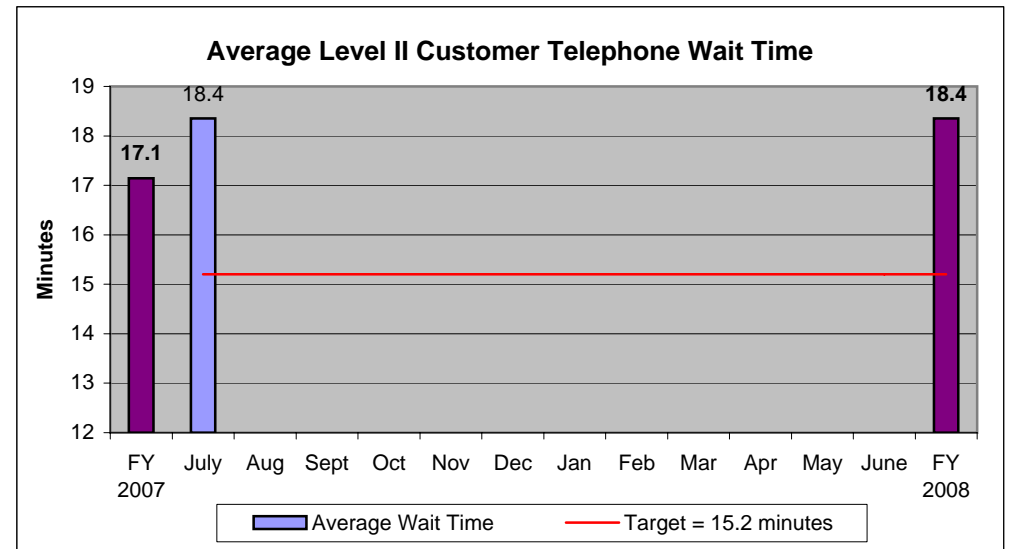
Inmate workers respond to generic telephone inquiries related to driver licensing and vehicle titling and registration procedures. They have no computer access and do not accept personal information from callers.

#### Level II

Calls requiring more detailed information and/or access to the customer's computer record are transferred to an MVD Level II representative located at the on-site call center at MVD Headquarters or the Tucson Regional facility.

### VARIANCE STATEMENT

**JULY:** The decrease in customer satisfaction most likely is related to the increase in wait time. Level II wait times increased by 1.3 minutes over last month due to an increase in unplanned absences and three agents assigned to special projects. We currently have five Level II vacancies.





<b>Motor Carrier and Tax Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2008 OBJECTIVE</b>	<b>Complete 200 diesel vendor compliance inspections.</b>	
<b>Purpose:</b>	Vendors that sell diesel fuel are required to have a use fuel license and display an excise tax rate decal on diesel dispensers to ensure that the consumer purchases fuel at the correct tax rate. Through vendor inspections MVD identifies license and decal violations and recovers excise tax revenue that is due to the state.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Diesel vendor compliance inspections	618	25												25	200
Vendors not in compliance with license requirements	24	0												0	8
Vendors not in compliance with decal requirements	218	12												12	65
Decal violations identified	353	33												33	120
Dollars recovered as result of decal violation assessments	\$32,501	\$4,100												\$4,100	\$12,000
Dollars recovered following completion of vendor audits	\$316,252	\$0												\$0	\$35,000
Total dollars recovered	\$348,753	\$4,100												\$4,100	\$47,000

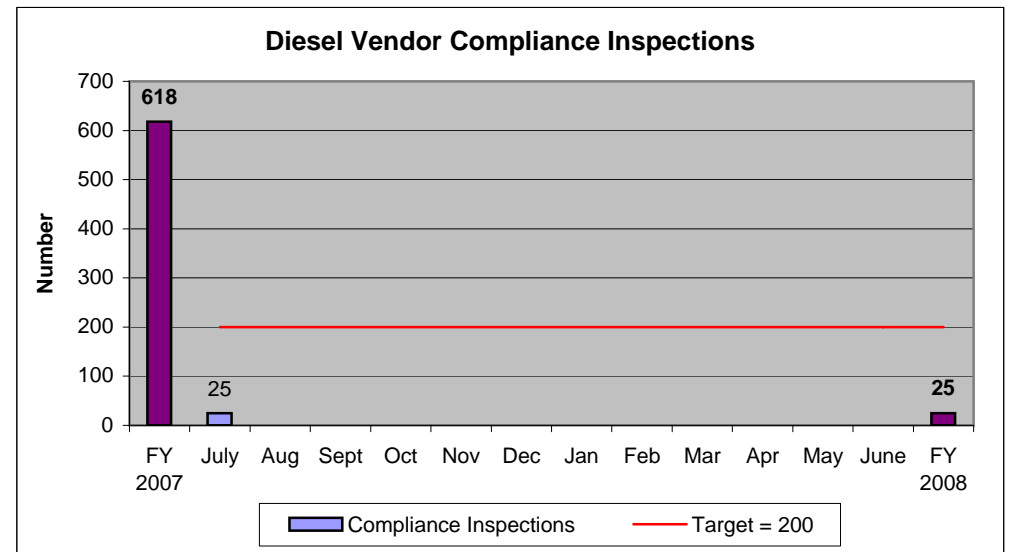
**Note:** A large number of inspections were completed in FY 07 to enforce compliance due to a legislative decal change. 200 inspections for FY 08 is more typical of the number completed prior to FY 07.

Dollars assessed in FY 2007 included a single \$102,000 assessment which is atypical. The \$12,000 estimate for FY 08 is based on last year's 353 decal violation from 618 inspections. The anticipated decrease in vendor inspections will subsequently reduce revenue from decal violations.

Legislation enacted in FY 07 sets restrictive guidelines to audit vendors, therefore, less revenue will be derived from vendor audits.

#### **VARIANCE STATEMENT**

**JULY:** This objective has been revised for FY 2008. No significant data changes from last month.

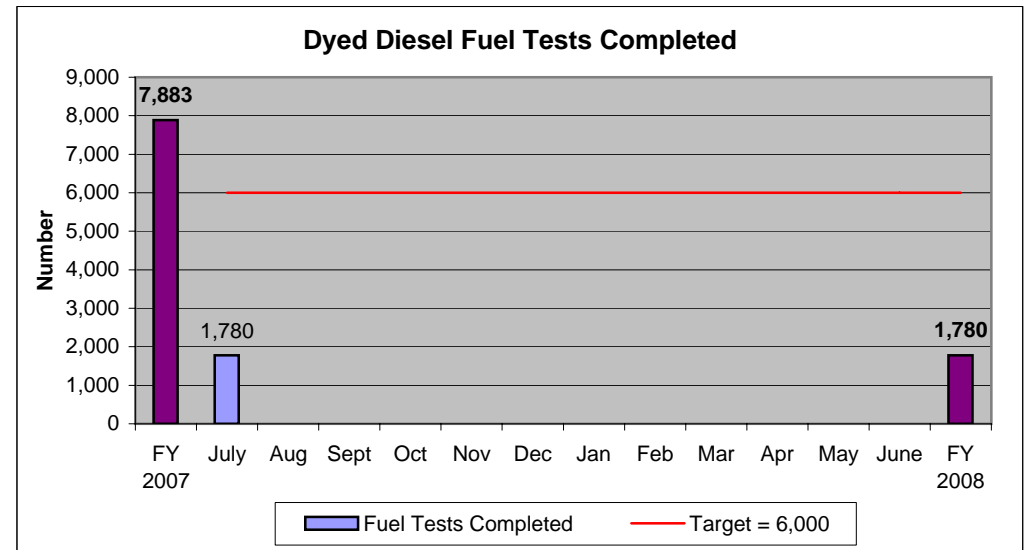


<b>Motor Carrier and Tax Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2008 OBJECTIVE</b>	<b>Complete 6,000 dyed diesel fuel tests.</b>	
<b>Purpose:</b>	To address fuel tax evasion schemes, enforcement officers set up road details to test diesel powered vehicle fuel tanks for presence of dyed diesel fuel. Penalties and citations promote compliance of fuel excise tax laws and regulations and help recover lost fuel tax revenue that is due to the state and federal government.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Dyed diesel fuel tests completed	7,883	1,780												1,780	6,000
Dyed diesel fuel violations identified	89	11												11	89
Dollars assessed for dyed fuel citations (estimated @ \$200 each)	\$3,800	\$200												\$200	\$3,800
Dollars assessed for dyed fuel penalties (for state)	\$134,600	\$11,000												\$11,000	\$135,000
Revenue collected as result of dyed fuel penalties (for state)	\$81,200	\$7,700												\$7,700	\$81,200
Potential revenue generated by IRS as a result of cases referred by MVD Tax Evasion Unit	\$93,000	\$0												\$0	\$93,000

#### **VARIANCE STATEMENT**

**JULY:** A large number of dyed fuel tests were completed this month due to MVD port of entry personnel assisting the TEU personnel with road-side details. The estimated number of dyed fuel tests is expected to be lower in FY 08 due to a FY 07 legislative mandate requiring additional time for surveillance details to identify light class fuel violations.



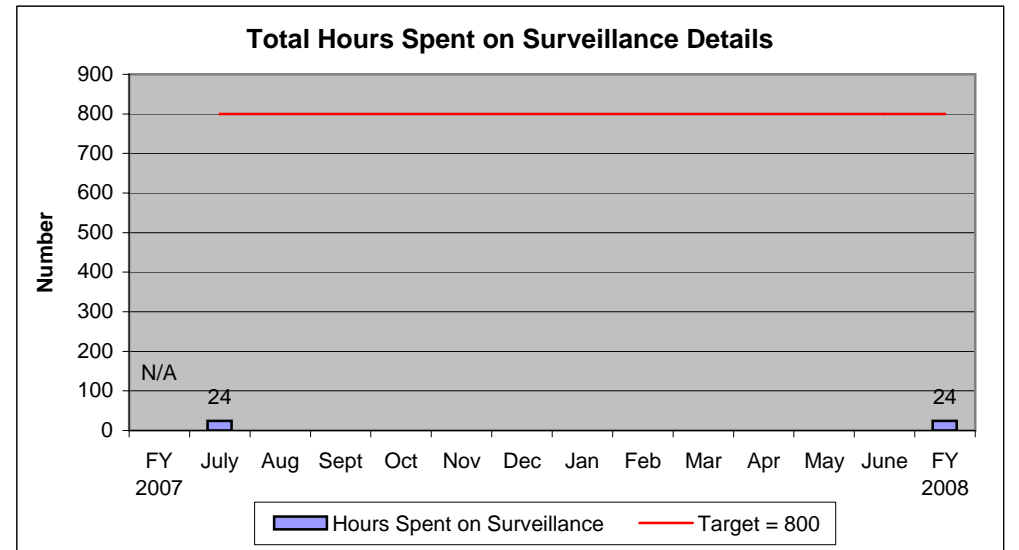
<b>Motor Carrier and Tax Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2008 OBJECTIVE</b>	<b>Achieve 800 hours spent on surveillance details.</b>	
<b>Purpose:</b>	Increasing time spent on surveillance details will identify additional fuel tax evasion schemes, misuse of dyed diesel fuel and light class fuel violations (vehicles required to use higher taxed fuel use pump with lower taxed fuel).	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Total hours spent on surveillance details	N/A①	24												24	800
Dyed diesel fuel violations as result of surveillance details	2	0												0	2
Light class fuel violations	N/A①	3												3	36
Revenue collected as a result of penalties assessed for light class fuel violations	N/A①	\$4,507												\$4,507	\$36,000
Revenue collected due to enforcement activities including registration compliance, permit sales, citations (other than dyed fuel)	N/A①	\$200												\$200	\$2,400

①This is a new measure for FY 2008.

#### **VARIANCE STATEMENT**

**JULY:** This is a new objective for FY 2008.

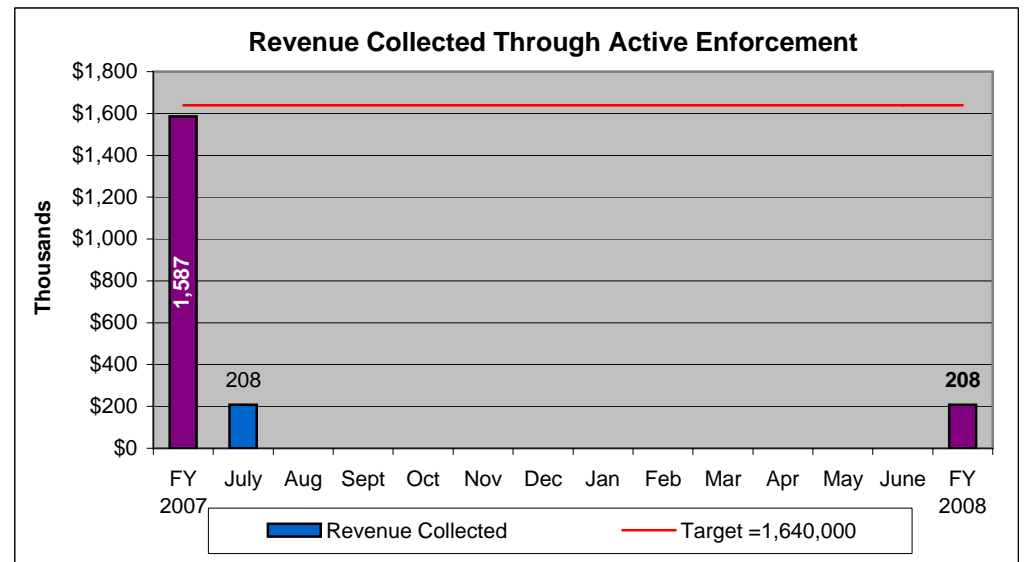


<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote the efficient generation, collection, and management of revenues to meet public needs.
<b>FY 2008 OBJECTIVE</b>	<b>Increase revenue collected through active enforcement efforts to \$1,640,000.</b>	
<b>Purpose:</b>	Effective registration compliance informs new residents of Arizona's residency requirements, provides information about registration laws, and generates revenue to provide a safe transportation system throughout the state.	

PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Direct revenues generated from active enforcement efforts	\$1,586,605	\$207,984												\$207,984	\$1,640,000
New cases opened (cases assigned a case number through 1-800 calls, special details, and lapsed and new resident letters after 30 days non-compliance)	22,723	2,086												2,086	23,496
Active cases pending from previous months	4,880	5,740												5,740	5,046
Total cases open	27,603	7,826												7,826	28,542
Total cases closed	18,039	2,649												2,649	18,652
Number of vehicles that achieved compliance (cases closed)	8,837	1,277												1,277	9,137
Percent of cases closed that achieved compliance	49%	48%												48%	49%
Number of cases closed - exempt, unfounded, or unable to resolve	9,202	1,372												1,372	9,515
Percent of cases closed - exempt, unfounded, or unable to resolve	51.0%	52%												52%	51.0%

#### VARIANCE STATEMENT

**JULY:** This is a new objective for FY 2008.



<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
<b>FY 2008 OBJECTIVE</b>	<b>Achieve 6.3 million commercial vehicle processing activities at Fixed Ports of Entry.</b>	
<b>Purpose:</b>	MVD is responsible for ensuring that commercial vehicles adhere to federal and state laws regarding size, weight, credentials, and safety. Complying with such laws decreases damage to highways and potential for motor vehicle accidents. Revenues are also collected, resulting in distribution of funds to various agencies, counties, and cities.	

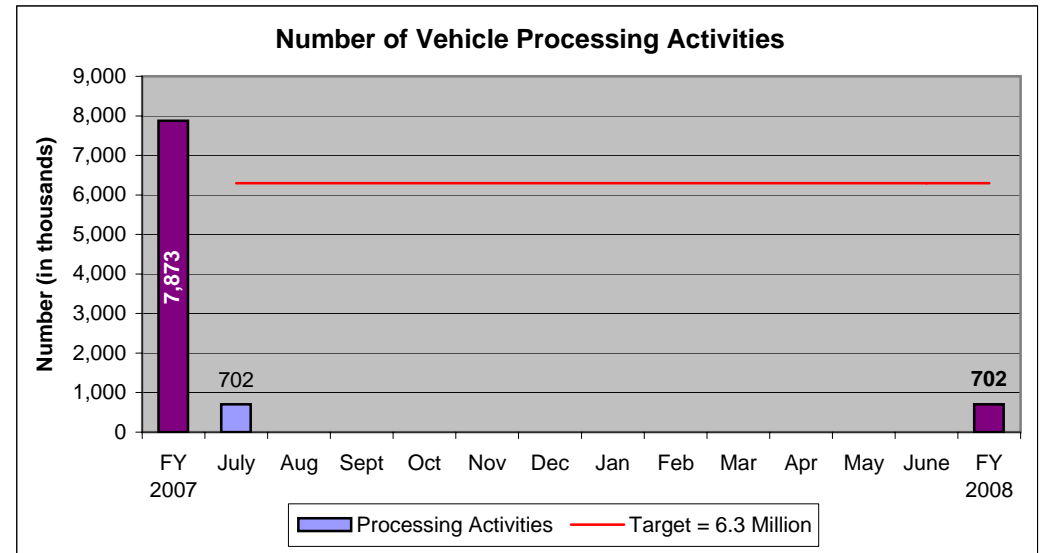
PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Number of vehicle processing activities (includes credential checks, weighs, safety inspections, and permit sales or some combination thereof)	7,872,603	701,528												701,528	6,298,082
Total commercial vehicle traffic	7,081,808	650,250												650,250	5,665,446
Credential-checked vehicles	2,750,757	277,849												277,849	2,200,606
Vehicles weighed	4,582,314	396,734												396,734	3,665,851
Vehicles in violation of size/weight requirements	24,341	2,053												2,053	19,473
Total number of size/weight violations (one vehicle can have multiple violations)	N/A①	②													Baseline
Drivers cited for vehicle size/weight violations	3,818	340												340	3,054
Vehicles/Drivers put out of service due to weight/size violations	N/A①	②													Baseline
Safety inspections	11,477	1,065												1,065	9,182
Vehicles in violation of safety requirements	N/A①	②													Baseline
Total number of safety violations (one driver/vehicle can have multiple violations)	41,538	3,993												3,993	33,230
Drivers cited for violating safety requirements	3,033	438												438	2,426
Vehicles/Drivers put out of service due to safety violations	4,728	491												491	3,782
Revenue collected from permit sales	\$14,819,544	\$948,683												\$948,683	\$11,855,635

①This is a new measure for FY 2008.

②A tracking method for collecting data for the three measures above is still in progress and will be implemented by the end of the first quarter FY 2008.

### VARIANCE STATEMENT

**JULY:** This is a new objective for FY 2008.



<b>Motor Vehicle Enforcement Services</b>	AGENCY GOAL	To increase the quality, timeliness and cost effectiveness of our products and services.
	MVD GOAL	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
<b>FY 2008 OBJECTIVE</b>	<b>Increase commercial vehicles processed through Mobile Enforcement Units to 16,500.</b>	
<b>Purpose:</b>	The primary purpose of Mobile Enforcement is to regulate commercial vehicle size and weight laws on intrastate highways and illegal circumvention of fixed ports of entry. The use of mobile enforcement units helps to maximize enforcement-related mandates and increase highway safety.	

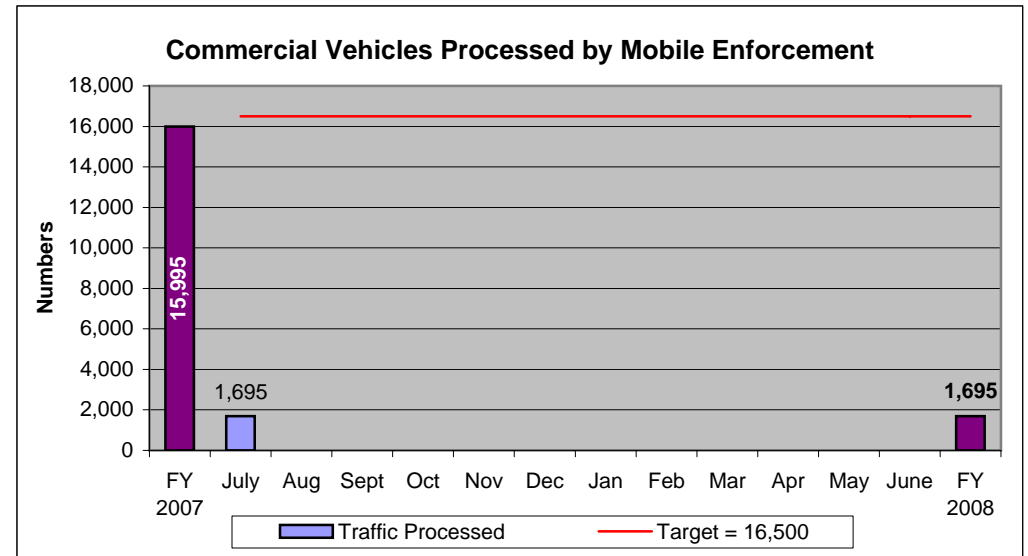
PERFORMANCE MEASURES	FY 2007	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2008	FY 2008 Estimate
Number of vehicles processed (includes credential checks, weighs, safety inspections, and permit sales)	15,995	1,695												1,695	16,500
Total commercial vehicle traffic	11,752	769												769	12,692
Credential-checked vehicles	8,482	652												652	9,161
Vehicles weighed	2,689	740												740	2,904
Vehicles in violation of size/weight requirements	125	64												64	135
Total number of size/weight violations (one vehicle can have multiple violations)	N/A <sup>①</sup>	②													Baseline
Drivers cited for vehicle weight/size violations	32	11												11	35
Vehicles/Drivers put out of service due to weight/size violations	N/A <sup>①</sup>	②													Baseline
Safety inspections	4,134	300												300	4,465
Vehicles in violation of safety requirements	N/A <sup>①</sup>	②													Baseline
Total number of safety violations (one driver/vehicle can have multiple violations)	9,567	588												588	10,332
Drivers cited for violating safety requirements	114	20												20	123
Vehicles/Drivers put out of service due to safety violations	997	71												71	1,077
Revenue collected from permit sales	\$29,012	\$67												\$67	\$31,333

<sup>①</sup>This is a new measure for FY 2008.

<sup>②</sup>A tracking method for collecting data for the three measures above is still in progress and will be implemented by the end of the first quarter FY 2008.

### VARIANCE STATEMENT

**JULY:** The number of vehicles weighed increased significantly from last month as all scales are now operable.





<b>Support Services Executive Services Group</b>	AGENCY GOAL	To optimize the use of all resources.
	MVD GOAL	To promote safety and security in the workplace
<b>CY 2007 OBJECTIVE</b>	<b>Maintain the Division Injury Incidence Rate at 3.80 per 100 employees.</b>	
<b>Purpose:</b>	ADOT strives to promote a safe working environment for employees throughout the agency. Safety data is reported to the agency director monthly.	

PERFORMANCE MEASURES	CY 2006	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2007	CY 2007 Estimate
Injury Incidence Rate (per 100 employees)	4.07	3.05	4.20	2.17	7.53	3.57	5.98	3.06						4.21	3.80
Lost Work Day Rate (per 100 employees)	17.25	14.49	23.50	4.33	143.00	0.71	21.69	0.00						29.48	18.50
Number of recordable injuries	60	4	5	3	10	5	8	4						39	45
Number of lost time injuries	25	2	1	1	3	1	3	0						11	9
Lost work days due to injury	254	19	28	6	190	1	29	0						273	153
Total Hours Worked	2,945,346	262,246	238,348	277,136	265,729	280,110	267,397	261,128						1,852,095	2,400,000

### VARIANCE STATEMENT

INJURY TYPES	CY 2004	CY 2005	CY 2006	CY 2007
Chest, Ribs & Shoulder	17.8%	6.3%	6.7%	10.3%
Stomach & Groin	0.0%	0.0%	6.7%	0.0%
Back	15.6%	14.1%	20.0%	15.4%
Hand & Fingers	24.4%	23.4%	11.7%	20.5%
Knee, Leg & Thigh	20.0%	23.4%	15.0%	15.4%
Ankle & Foot	6.7%	9.4%	16.7%	20.5%
Arm & Elbow	6.7%	10.9%	10.0%	2.6%
Head, Face, Eyes	4.4%	10.9%	11.7%	7.7%
Neck	4.4%	1.6%	1.7%	7.7%
Stress, Nervous	0.0%	0.0%	0.0%	0.0%

### NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

Data included in this measurement will be one month behind the reporting month.

Injury Incidence Rate and Lost Workday Rates are based upon OHSA standards and reflect the number per 100 employees on an annualized basis.

